

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Annual Compliance Review, 2021

Docket No. ACR2021

CHAIRMAN'S INFORMATION REQUEST NO. 15

(Issued February 11, 2022)

To clarify the Postal Service's FY 2021 Annual Performance Report (*FY 2021 Report*) and FY 2022 Annual Performance Plan (*FY 2022 Plan*),¹ the Postal Service is requested to provide written responses to the following requests. Answers should be provided to individual requests as soon as they are developed, but no later than February 18, 2022.

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1. Please refer to the FY 2021 targets and results for the following performance indicators: Business Service Network, Point of Sale, Delivery, Customer Care Center, Customer 360, usps.com, and Business Mail Entry Unit.² For each performance indicator, please confirm that the FY 2021 target and result are calculated using the same methodology.
 - a. If confirmed, for each performance indicator with a comparable FY 2021 target and result, please describe the methodology used to calculate these numbers.

¹ The *FY 2021 Report* and *FY 2022 Plan* are included in the Postal Service's FY 2021 *Annual Report to Congress*, which the Postal Service filed with the FY 2021 *Annual Compliance Report*. *United States Postal Service Fiscal Year 2021 Annual Report to Congress* at 32-53; see Library Reference USPS-FY21-17, December 29, 2021, folder "FY21.17.Annual.Report" file "FY 2021 Annual Report to Congress.pdf" (*FY 2021 Annual Report*).

² See *FY 2021 Annual Report* at 33.

- b. If not confirmed, for each performance indicator with a FY 2021 target that is not comparable to the FY 2021 result:
 - i. Please describe the methodologies used to calculate the FY 2021 target and result.
 - ii. Please provide a FY 2021 result comparable to the FY 2021 target. If a comparable FY 2021 result cannot be provided, please explain why, and explain either: (1) how to compare results between the different methodologies; or (2) why making this comparison is not feasible.
- 2. Please refer to the results from FY 2018 through FY 2021 for the following performance indicators: Business Service Network, Point of Sale, Delivery, Customer Care Center, Customer 360, usps.com, and Business Mail Entry Unit. *See id.* For each performance indicator, please confirm that FY 2018 through FY 2021 results are expressed using the same methodology.
 - a. If confirmed, for each performance indicator with comparable results, please describe the methodology used to calculate FY 2018 through FY 2021 results. In the response, please provide the formula used and the steps for calculating the results.
 - b. If not confirmed, for each performance indicator with non-comparable results:
 - i. Please describe the methodology used to calculate the result for each year from FY 2018 through FY 2021. In the response, please provide the formula used and the steps for calculating each result.
 - ii. Please explain why comparable results for FY 2018 through FY 2021 cannot be provided.

- iii. Please explain how to compare results across FY 2018 through FY 2021. If making this comparison is not feasible, please explain why.

By the Chairman.

Michael Kubayanda